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PS Docket No. 11-153, In the Matter of Facilitating the deployment of Text-to-911 and other NG911 applications.

PS Docket No. 10-255, In the Matter of Framework for Next Generation 911 Deployment.

In the early morning of November 12 I made a 911 call using a video relay service through iChat on my laptop. Someone had broken into my car and I wanted to alert the police and file a report. Fortunately, my laptop had not been stolen and I used it to make the call because I did not want to go back into the house at 5:30 in the morning to call on the VP and risk waking my wife and children. From the time I was connected to a VRS interpreter until I spoke with a local 911 operator it took 8 minutes. Granted, it was not a life or death situation. But the time that it took for the national 911 operator to get my information from the VRS interpreter and then find the local 911 seemed a bit long. Obviously, I wondered "what if this were areal emergency?" Why can I not contact 9-1-1 directly from my phone, the same way hearing people do?